**Role Description – Volunteer and Advocacy Project Worker**

**Summary of the Role**

This part time role sits within our small “Nothing About Us Without Us” Volunteering & Advocacy team. You will be working alongside another Project Worker, Volunteer and Advocacy Coordinators, and the Project Manager.

The role involves assisting with the engagement, support and development our volunteers who provide project support within the Advocacy team and across the organisation.

**Role Purpose: To assist the project coordinators to recruit, train, develop and engage our volunteers. You will help ensure that people are involved, supported and understand what is expected of them in their role.**

**Who are we looking for?**

You will have lived experience of disability (physical, learning, autism / neurodivergence or mental ill health), have good administration skills and will be an expert in communicating with people, getting them involved and ensuring that Inclusion Gloucestershire is a welcoming, safe space for people with a range of disabilities.

**Reports to: Volunteer Coordinator**

**Main Duties and Responsibilities**

1. Actively supporting the Volunteer Coordinator with the recruitment and onboarding of new volunteers
2. Assisting the Coordinators to design, develop and deliver Volunteer and Advocacy training and engagement events (including production of support materials).
3. Facilitating the attendance and involvement of volunteers at online and in-person training, development and engagement events.
4. Supporting the Volunteer coordinator to maintain accurate and up to date volunteer records, (in-line with Inclusion Gloucestershire’s polices and GDPR principles), including collating and recording of: volunteer hours, engagement and development activity and progress against individual goals.
5. Maintaining regular communication with volunteers, to encourage their engagement, participation and achievement of personal goals and support with any challenges they may have towards achieving these.
6. Identifying and signposting volunteers to additional support and development opportunities within the community.
7. Establishing and maintaining professional working relationships and boundaries with members, staff, volunteers and external organisations
8. Being aware of and acting on the need to report safeguarding concerns.
9. Helping to keep volunteers and staff safe and confident in their surroundings and act on safeguarding and health and safety concerns in line with Inclusion Gloucestershire’s policies.
10. Advocating for Inclusion Gloucestershire and its projects at meetings and events and within your own appropriate networks.
11. Completing appropriate training

This role profile is not exhaustive and may be subject to change to meet the operational needs of the organisation.

**Essential Skills/Experience**

Those in **bold** be used for shortlisting:

* **Able to travel independently to and from the Inclusion Gloucestershire Office and to other locations**
* **Excellent communication skills including the ability to:**
* **Answer the phone and make calls to others**
* **Explain things clearly and adapt information and communication styles to meet the needs of others.**
* **Easily build rapport with people**
* **Talk to people in groups or individually**
* **Demonstrate good listening skills**
* **Good general administration skills, including experience of:**
* **Using a computer for typing and emails**
* **Using an online calendar and setting up online meetings**
* **Keeping accurate notes and records**
* **Experience of helping to organise events or activities for groups of people** (either online or in-person)
* Trustworthy and able to handle confidential information
* Reliable
* Team player
* Willing to learn
* Friendly, caring and understanding
* Positive, enthusiastic and able to lead by example

**Desirable Skills/Experience**

* **Experience of developing engaging training materials**
* **Experience of delivering training or presenting to others**
* Able to work independently on tasks set by the coordinators and meet deadlines
* Filling in forms or supporting others to fill in forms
* Experience of a range of support services for people with disabilities.
* Experience of supporting or working with people with disabilities
* Ability to communicate with people who have disabilities and may not be able to communicate verbally
* Understanding of non-verbal communication cues
* Understanding of safeguarding (training will be provided)

**Values and Personal Beliefs**

Inclusion Gloucestershire is driven by its values, at the heart of all that it does. Teams are expected to share and demonstrate these values:

* Make sure everyone is involved and included
* Empower choice and control through peer support and place experts by experience at the centre of our delivery
* Challenge when things aren’t right and give people with disabilities a strong voice
* Treat people fairly and always behave in a way that is honest and trustworthy even when nobody is looking
* Be a caring and professional organisation who work together towards shared goals
* Work together to deliver exciting new ideas and support each other, our members and our community.